ADVANCE PRAISE FOR

ZAPTHE GAPS!

"This book looks beyond traditional training and human resource approaches, to the stuff that really supports performance in teams and individuals. A must read in these changing times."

-ELLIOTT MASIE, president, The MASIE Center

"This book provides compelling insights and strategies for identifying the root causes of organizational issues—it is a must read for all line managers and executives."

> —TAMAR ELKELES, Ph.D., VP, Learning and Development, QUALCOMM

"I found Zap the Gaps! to be really informative and entertaining. By reading this book, business managers will learn how to be better performance managers."

—JAY W. RICHEY, VP and general manager, Sybron Chemicals, Inc.

"Zap the Gaps! is a 'must read' that is destined to be a humanperformance improvement classic."

—RICHARD CHANG, CEO, Richard Chang Associates, and author of *The Passion Plan* and *The Passion Plan at Work*

"The best things come in simple packages. Zap the Gaps! offers anyone in business a hands-on model for understanding and eliminating chronic performance problems."

—RICHARD WHITELEY, author of *The Corporate Shaman*

